GRADE 12 2022

Hospitality studies

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FOOD AND BEVERAGE SELF STUDY GUIDE

BOOKLET 3

basic education
Department: Basic Education
REPUBLIC OF SOUTH AFRICA

Second Chance Matric Support Programme

2030 NDP

NATIONAL EDUCATION COLLABORATION TRUST

ETDP SETA

WOZA MATRICS 2022 CATCH UP

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1. INTRODUCTION

The declaration of COVID-19 as a global pandemic by the World Health Organisation in 2020, led to the disruption of effective teaching and learning in all schools across South Africa.

Many learners, across all grades, spent less time in class due to the phased-in reopening of schools, as well as rotational attendance and alternative timetables that were implemented across provinces, to comply with social distancing rules. This led to severe teaching and learning time losses. Consequently, the majority of schools were not able to complete all the relevant content prescribed in Grade 10-12 in accordance with the Curriculum and Assessment Policy Statement.

In order to mitigate and intervene against the negative impact of COVID-19, as part of the Recovery Learning Plan for Grades 10-12, the Department of Basic Education (DBE) worked in collaboration with Subject Specialists from various Provincial Education Departments (PEDs) to develop this Self-Study Guide for learners in Grade 12.

The content in this study guide is critical towards laying a strong foundation to improve your performance in this subject.

The main aims of this study guide is to:

Assist learners to improve their performance, by revising and consolidating their understanding of the topic;
Close existing content gaps in this topic; and
Improve and strengthen understanding of the content prescribed for this topic.

This study-guide is meant as a self-study guide for learners and therefore should be used as a revision resource to consolidate learning at the end of a particular topic taught in class.

Learners are encouraged to complete the exercises and activities to test their understanding and to expose themselves to high quality assessment.

This study guide can also be used by study groups and peer learning groups, to prepare for the final NSC examination in this subject.

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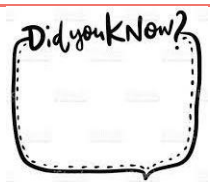
2. HOW TO USE THIS SELF STUDY GUIDE?

EXPLAIN USE OF THIS BOOK	
Booklet 1 Booklet 3 	**Key concepts** This icon will draw your attention to the key concepts we are using in this study guide. **Notes/ Summaries** This icon will draw your attention to the notes & summaries which you need to study.
	Activities This icon refers to the activities that you must complete to test your understanding of the content you studied.
 	**Tips** This icon refers to tips we are sharing with you to better understand the content or activities.
 	Marking Guidelines This icon refers to the section with possible answers for the activities and how best to have answered the activities.
	Exam practice questions This icon refers to questions from past examination papers you can additionally use to prepare for the topic.

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3. TOPIC: MISE-EN-PLACE AND TABLE SETTING GRADE 10 - 12

3.1. NOTES / SUMMARIES / KEY CONCEPTS

Grade 10
- Apparatus for mise-en-place in the restaurant for: Buffet and light meals

Grade 11
- Venue and table setting
- 2 to 3 course meal

Grade 12
- Preparing venues and setting tables for formal four course dinners and cocktail functions

GRADE 10 – 12

TERMINOLOGY		
Buffet	Mise-en-place	Maître d'hôtel
Room layout	Checklist	Serving gear
Serving points	Booking	Cruets
Service cloth	Chafing dish	Overlays
Flatware	Station mise-en-place	Underplate
Cover	Point of sale (POS)	Condiments
Table d'hôte	À la carte	Bain marie

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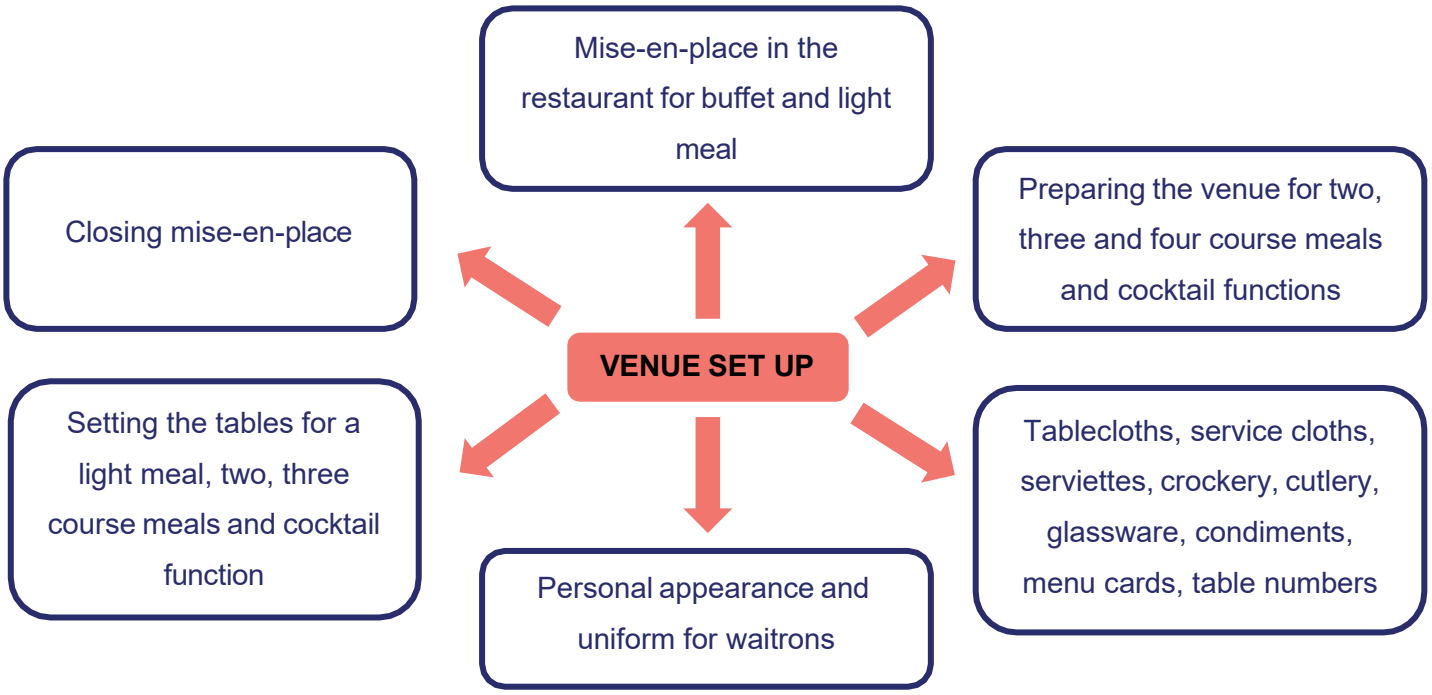

Mise-en-place in the restaurant

Mise-en-place is a French word meaning 'put in place'.

Restaurant mise-en-place

Preparing equipment (cutlery and crockery) and setting the table before a meal is served and guests arrive.

Station mise-en-place

Preparing a waiter's workstation, storing all the service equipment required for service in a food service area.

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ROOM LAYOUT

- Make sure that tables are placed in a specific and logical pattern
- Tables must be neatly aligned
- Chairs must be placed neatly and parallel to the tables

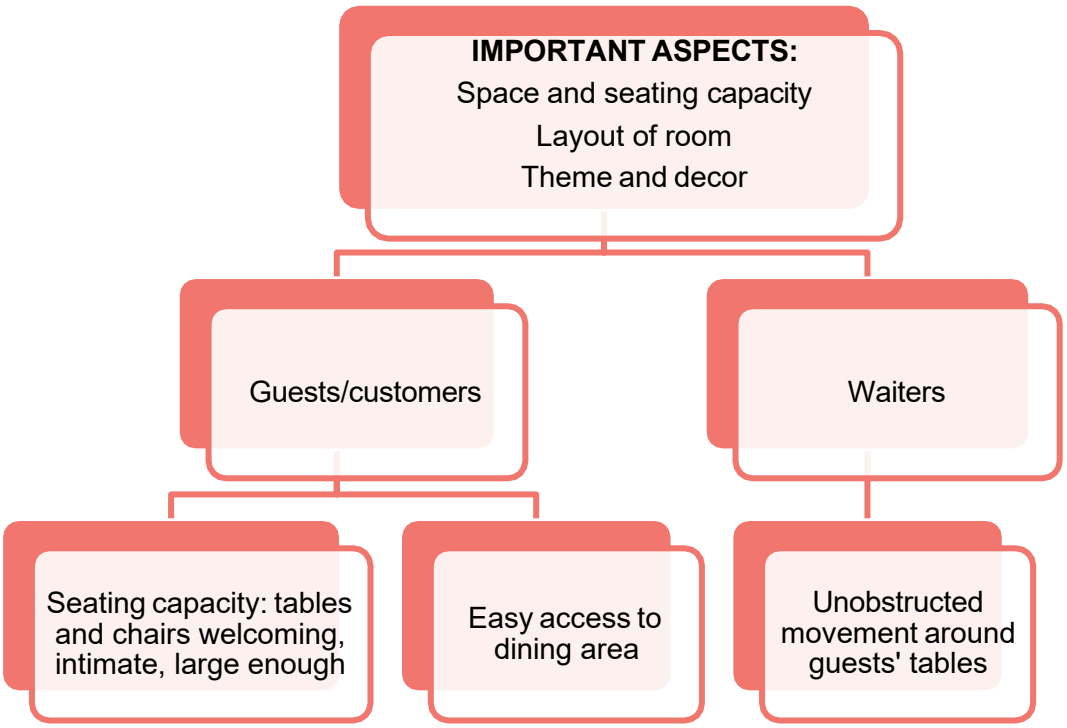

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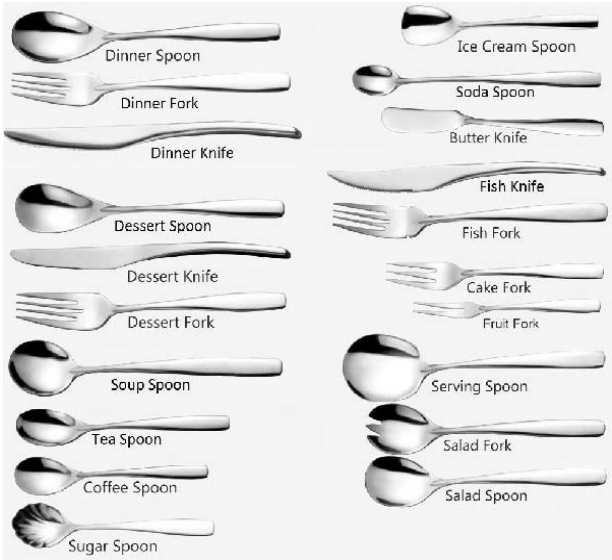
	IMAGE	MISE-EN-PLACE
Linen: tablecloths and overlays Service cloths	 	• Clean: no food stain or wax • Ironed, no iron folds except center fold • No burn marks • Not shabby or worn-out • Not upside down- check hems • Hang evenly on each side of the table ±30 cm • For cocktail functions it should reach the floor
Crockery		• Wash in clean, hot, soapy water • Rinse in clean, warm water • Wipe dry using a clean cloth • Don't use cracked/ chipped crockery
Cutlery		• Shiny and bright • Wash in clean, hot, soapy water • Rinse in clean , hot water • Polish • Use dish cloth or service cloth after polishing to prevent fingerprints

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Glassware		• Handle carefully • Steam glasses over a bowl of boiling water • Polish using a clean, dry cloth • Handle glasses by the stem or at the base
Condiments (Cruet set)		• Clean and refill daily with salt and pepper
Menu cards		• Should be neat • Clearly written • Accurate spelling • In line with table setting and function décor
Table number		• Any type of material can be used • Should be large enough and visible • Points towards entrance

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	IMAGE	FUNCTION
Bain marie		• Heats and keep food warm during service • Safe and easy to use with a temperature dial to control the heat. • It has stainless steel containers in which food is kept warm above a warm water bath • Works with electricity
Chafing dishes		• It is a stainless steel serving pan on a portable stand • There is a burner holding chafing fuel or gel below it • It is used as a food warmer at a buffet
Carving unit		• On a buffet table or trolley with or without a dome • Chef carves meat joints, poultry or game in front of the guests

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Guéridon trolley		• A movable table or trolley • Food may be carved, filleted, flamed or prepared in front of the guest • It is fitted with a gas burner on the top and a small gas cylinder at the bottom

PERSONAL APPEARANCE AND UNIFORM FOR WAITERS	
 https://www.google.com/search	**Personal hygiene** • Maintain a high degree of cleanliness and a tidy external appearance: • Follow dress code and policy of establishment • Tie hair up and keep off the face, maintain clean nails **Work uniform** • Must be regularly changed • Personal clothes must not be worn beneath the work clothes

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TABLE SETTING	RULES FOR SETTING
	FORMAL FOUR COURSE MEAL • Number of bookings determine the number of covers • Set all utensils for the menu served • Always lay the utensils from the inside first and working your way outwards • When eating, start using the cutlery on the outside working your way inwards • Main course knife and fork -1cm to 2,5cm from table edge • Distance between the right-hand knife and the left-hand fork is 25cm to 29cm depending on the underplate size • A spoon on the far right is for soup • Glasses – set both red and white wine glasses – 2,5cm from the tip of the main course knife • White wine glass for the first course on the outside, then the red wine glass diagonally above, on the inside • Side plate with bread knife left of or above forks • Folded napkin –center of cover or on side plate • Place accompaniments, e.g. condiments in the centre of table
	COCKTAIL FUNCTION • Can be held outside or inside a venue • Tablecloths should reach the floor • No cutlery; only serving utensils • Side plates, serviettes and glasses are set • No chairs or seating arrangements for the guests • Guests serve themselves • Hot hors d'oeuvres served from hot tray or chafing dish

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CLOSING MISE-EN-PLACE	
Clearing dining and service areas after service • All used items e.g. cutlery, crockery, etc., are removed • Wipe surfaces • Reset the tables • Clean floors	
Clearing service equipment • Place similar items together on the waiter's station • Return all equipment to the storeroom • Pack away neatly according to the shelve labels	

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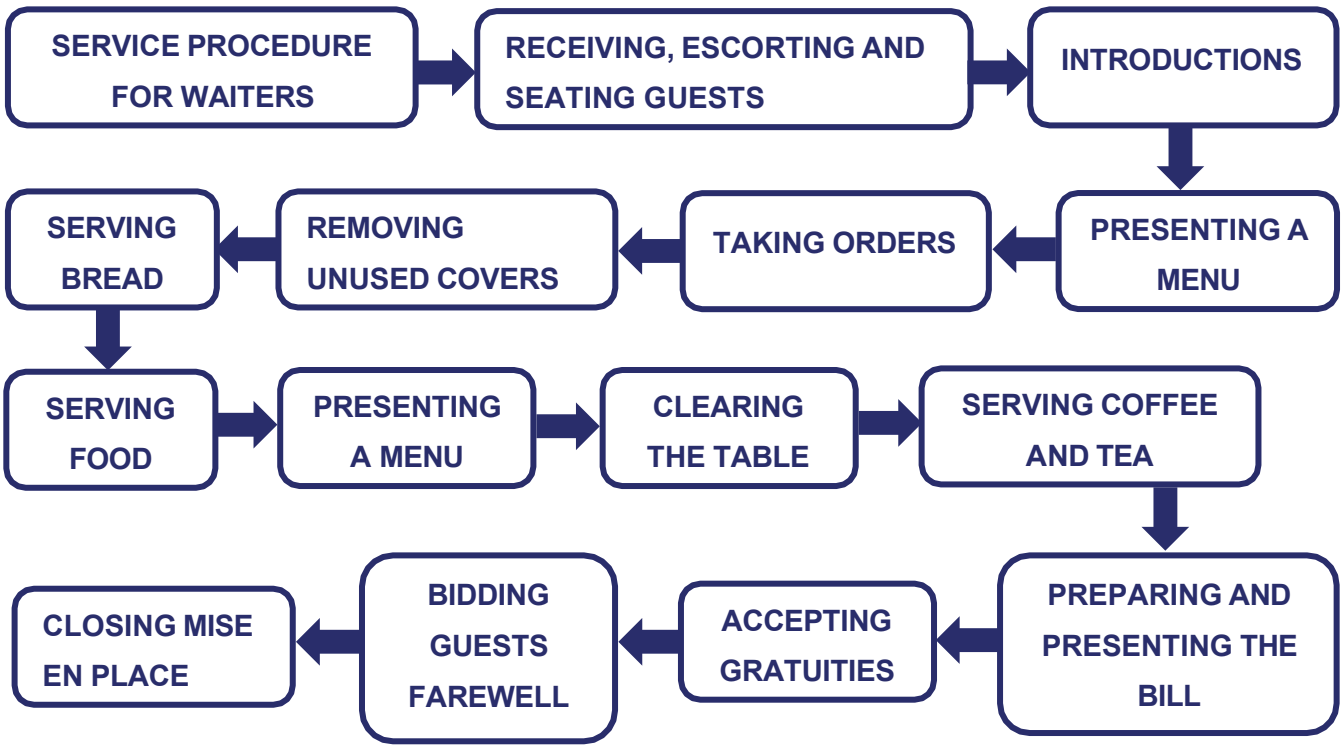
4. TOPIC: SERVICE PROCEDURES GRADE 10-12

4.1 NOTES / SUMMARIES / KEY CONCEPTS

Grade 10	Grade 11	Grade 12
• Service procedure	• Serving style	•Service Techniques and Sequence •Coffee and tea service •Customer service

TERMINOLOGY		
Guèridon	Silver service	Plated service
Flambé dishes	Silver gear	Flirtatious customer
Solitary diner	Grumblers	Fire brigade
Plate service	Beverages	Reservations
Gratuities	Spilled foods	Sommelier



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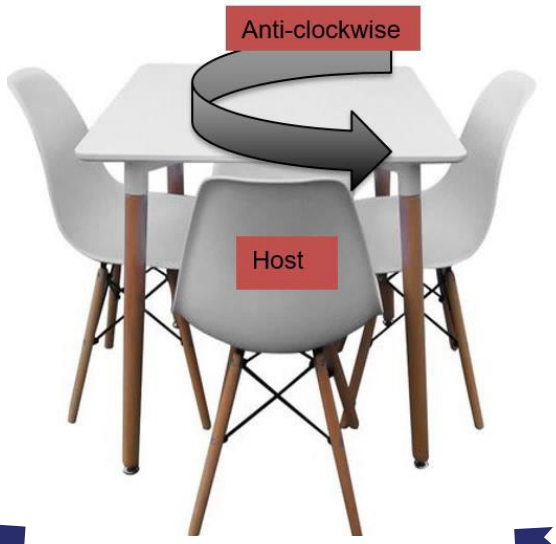
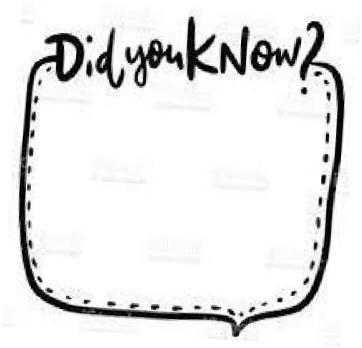
SERVICE PROCEDURE





ITEMS TO PRESENT FROM THE LEFT:

MENU

BREAD

SALAD

BILL

ITEMS TO PRESENT FROM THE RIGHT:

FOOD AND DRINKS

CLEARING OF PLATES

General service rules

- Ladies are served 1st and host or hostess last
- Serve food and drinks in an anti-clockwise direction moving around table
- Handle warm plates with a service cloth
- Handle cutlery, cups, milk jugs by handles and glasses by stems
- No touching of food or the inside of glasses with your fingers
- Carry drinks on a tray to the table
- Place food and drinks to the right of guests
- Waiters not allowed to stretch arms across guests

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SERVICE PROCEDURE FOR WAITERS

Receiving and seating guests	Unfold serviettes
 Source: touchbistro • The Maître d' hôtel welcomes guests at the door • He/She escorts them to a table	 Source: hastagitukcarabobo.blogspot.com • Unfold serviettes after seating guests
Introduction	**Presenting the menu**
 Source: wikihow.com • Introduction should be polite	 Source: pearsonhighered.com • Present menu to the guests from the left • Mention menu items not available

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Taking orders	Removing unused covers
 Source: pearsonhighered.com • Familiarise yourself with the menu items • Guide guests if they appear doubtful • Take the food order, starting on the right-hand side of the host • Repeat the order • Place the order	 Source: tasteofhome.com • All excess cutlery, covers, side plates with folded napkins must be removed
Serve beverages	**Serving bread**
 Source: tripadvisor.co.nz • Drinks recorded in seating order • Arrange drinks in the same order on the tray • Serve in order of seated guests	 Source: pintrest.com • Bread should be served after orders have been taken • Place bread in a basket • Use silver service procedure: serve bread with a spoon and fork

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Serving food	Spilled food
 Source: Cvent • Serve plated food to guests from the right-hand side • Use a service cloth to handle hot plates	 Source: istockphoto.com • Solids, beverages, and liquid food items should be cleaned up with a service cloth • For food use a fork and knife to pick it up
Clearing the table	**Crumbing down**
 Source: dreamstime.com • The table must be cleared as soon as all guests have finished eating a course • Plates are cleared from the right-hand side	 Source: ubuy.gt • Remove all unused crockery and cutlery • Crumb down using a service cloth • Move dessert fork and spoon in place
Serving tea and coffee	**Preparing and presenting the bill**
 Source: dreamstime.com • Coffee or tea should be served after everybody has finished their meal / dessert	 Source: alarmy-wxy3k • Prepare bill and give to host in a bill fold or place in the middle of the table • Waiter receives payment

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Accepting gratuities	Bidding guests farewell or escorting guests out
 Source: flodenver.com • Accept tip/gratuity with thanks	 Source: wikihow.com • Escort guests to the door • Bid guests farewell and encourage them to visit the restaurant again

GRADE 11

Plated service	Silver service

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Source: Mlr.in	Source: pintrest.com
• Guests remain seated: each course is presented on individual plates and served to guests • Food presentation on the plate must not be moved or disturbed • Plates carried in the left hand leaving the right hand free to carry another plate • Food can be beautifully garnished • Good portion control • Ladies served first	• Food service is done at the table, with waiter transferring food from service dish to guest's plate from the left with the use of service gear (spoon and fork) • Serving utensils are held in one hand

GUÉRIDON SERVICE

Source: setupmyhotel.com

- Also known as flambé trolley
- A movable trolley is used on which food is carved, filleted, or prepared
- Is a highly sophisticated service method
- Food can be prepared, cooked and finished on the trolley e.g. Crepes Suzette, Steak Diane or salads.

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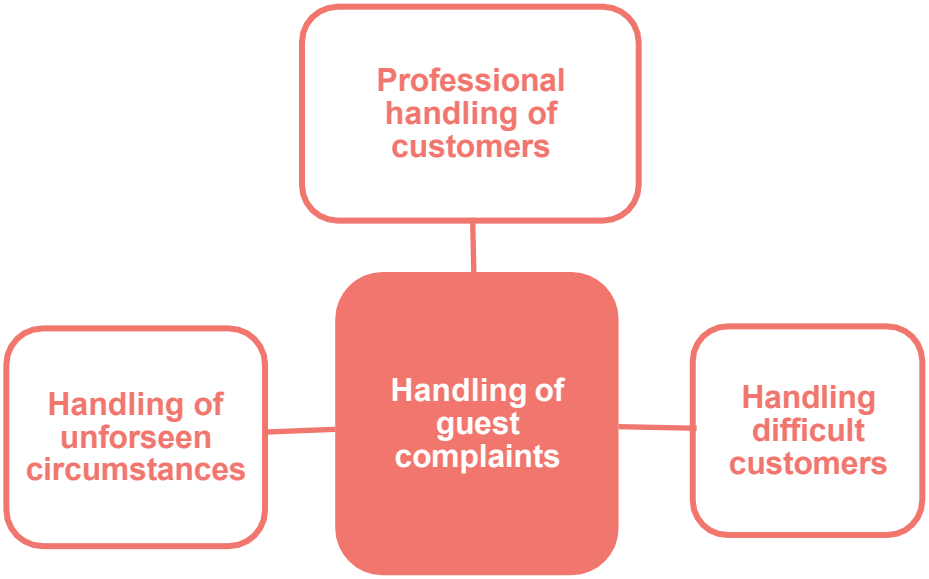

General rules for handling customer complaints

- Positive attitude and professionalism
- Control emotions
- Eye contact and positive body language
- Show understanding and help willingly
- Never argue
- Listen and pay attention
- Acknowledge complaint
- Give sincere apology
- Don't place blame on other staff

Complaints regarding the kitchen and service

Kitchen

- Not satisfied with food; remove plate and request another dish from the menu
- Apologize to guest
- Serve new food on another plate

Service

- Long wait; apologize and solve the problem
- Wrong dish served; take new order and correct mistake
- Shortage of waiters to be addressed quickly

Feedback Procedure Feedback should be given to guests

- Follow up on complaints
- Solve and correct the mistake
- Unsolved complaints, apologize in writing
- Voucher, free drink or meal can be given

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PROFESSIONAL HANDLING OF CUSTOMERS

HANDLING DIFFICULT CUSTOMERS

Grumblers and troublemakers

- Be polite and calm
- Don't argue with them
- Follow rules to solve the problem

Intoxicated customers

- Customer can be refused entrance
- Security should handle the problem
- Stop serving alcohol to the intoxicated guests

Solitary diner

- Have quiet area to accommodate them
- Allow privacy
- Be friendly and polite
- Pay attention do not make them feel neglected

Handling sexual overtures

- Some customers can be flirtatious and sexually harass waiters
- Difficult cases be reported to management
- Change the waiters or call the manager

FIRE

- Close all doors and windows
- Evacuate the building immediately

EQUIPMENT FAILURE

- Apologise for certain dishes not available due to failure of equipment

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HANDLING UNFORSEEN CIRCUMSTANCES

INJURIES

- For major Injuries, emergency services should be contacted, and a report written
- Minor injuries, first aid should be used

ELECTRICAL FAILURE

- Apologize to guests
- Present a limited menu with salads and cold beverages
- Gas appliances can be used

WATER CUTS

- Kitchen should be closed for hygienic reasons
- Serve beverages only when there is clean glassware and crockery

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5. TOPIC: WINE AND BEVERAGE SERVICE GRADE 10-12

5.1 NOTES / SUMMARIES / KEY CONCEPTS

GRADE 12

- Wine
- Non-alcoholic Beverages

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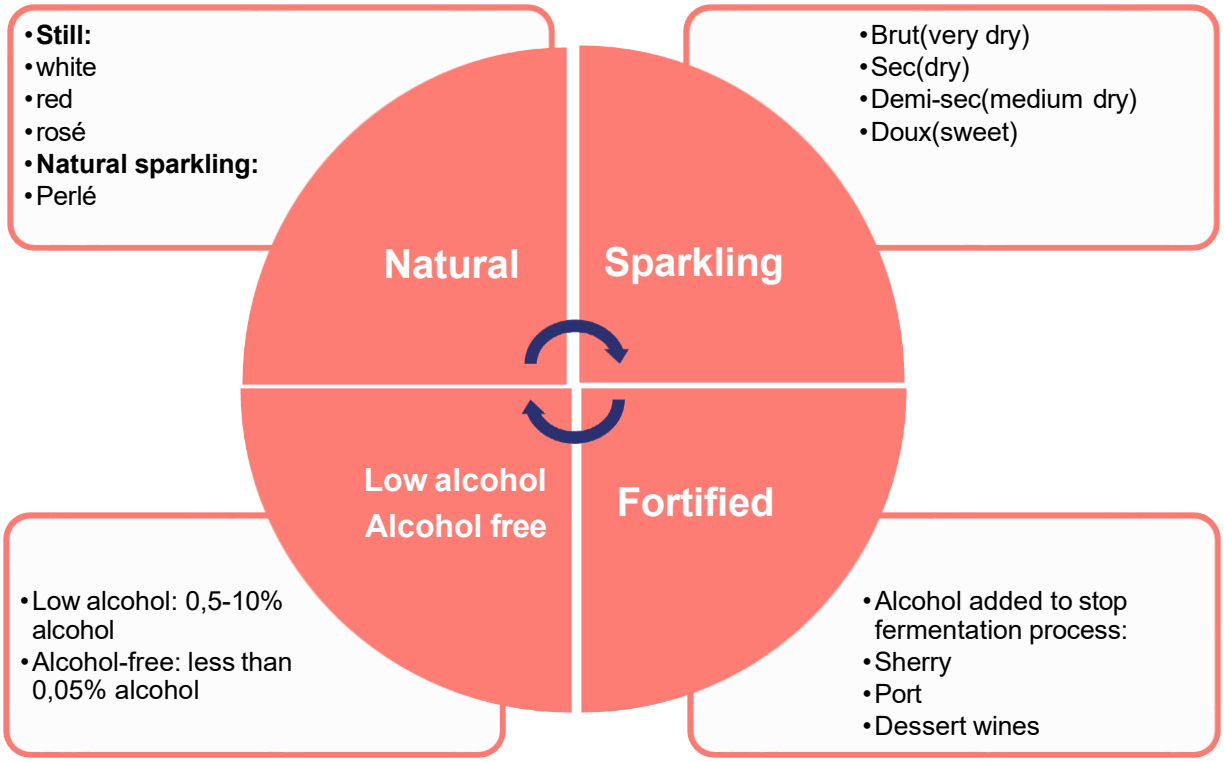
TERMINOLOGY		
Cultivar	**Fermentation**	**Rotate**
Fortified wine	**De-alcoholised**	**Vintage**
Authenticity seal	**Chilled**	**Origin**
On-consumption	**Off-consumption**	**Artificial**
Dilute	**Anti-clockwise**	**Filtered**

CLASSIFICATION OF WINES



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WINE CULTIVARS

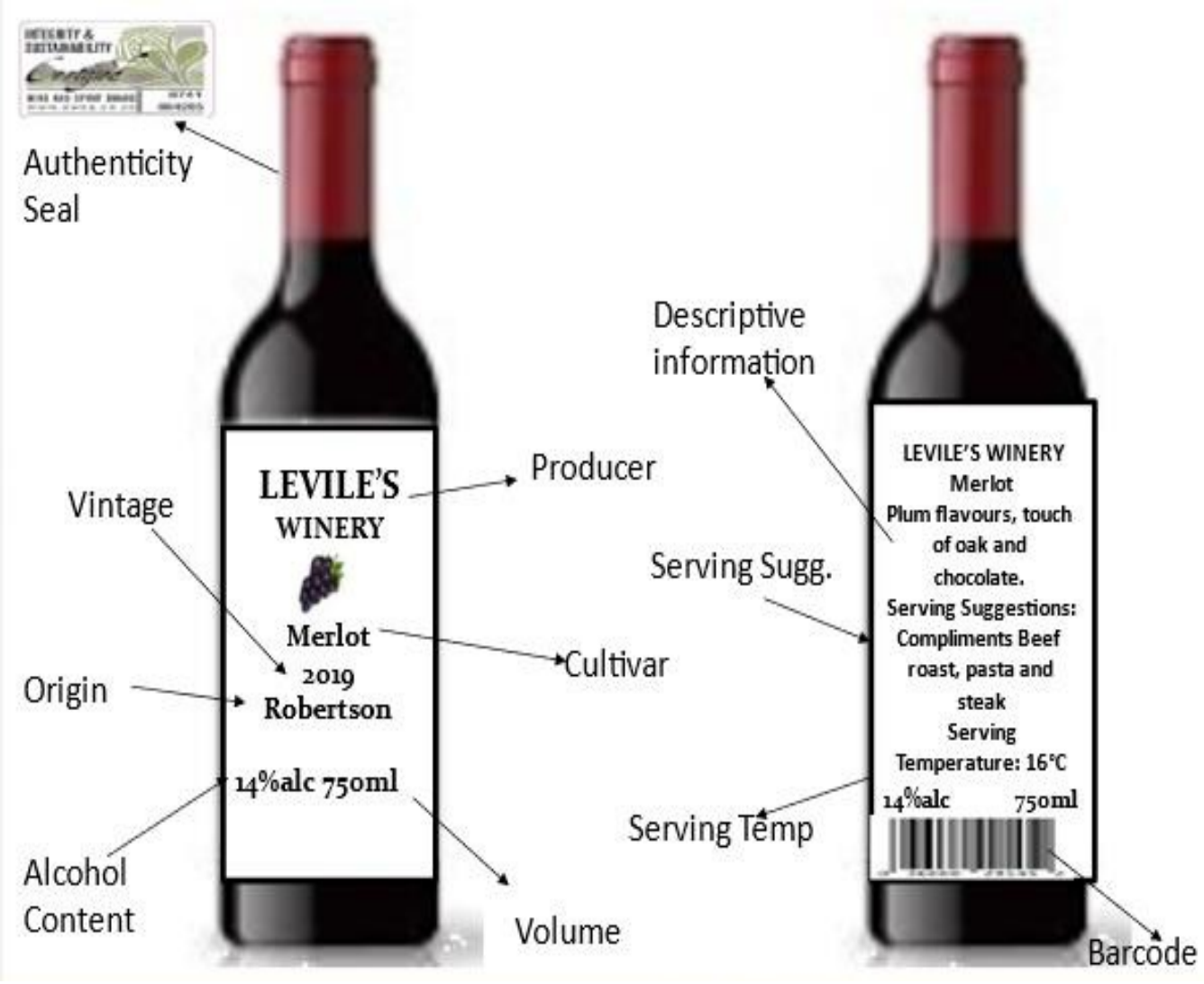
RED WINES

- Cabernet Sauvignon
- Pinotage
- Shiraz
- Merlot

WHITE WINES

- Chenin Blanc
- Riesling
- Chardonnay
- Sauvignon Blanc

UNDERSTANDING THE WINE LABELS



FRONT LABEL **BACK LABEL**

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STORAGE

- Temperature of 10 -12 degrees
- Dark areas away from ultraviolet light
- Slightly damp environment, away from vibrations
- Rotate bottles on a regular basis
- Store similar wines together
- Pack bottles with labels facing upwards
- Place bottles on their sides to keep the cork moist and swollen

REGULATIONS FOR SERVING AND SALE OF WINE WITH MEALS

Liquor Act 59 of 2003: provides regulations on the manufacture and distribution of liquor at national level

Liquor Amendment Act 57 of 1995: deals with issues relating to the sale of liquor on **licenced premises**, as well as consumption of alcohol **off the premises**

On and **off** consumption licences:

- On-consumption licence allows consumption of alcohol where it is bought, but not taken off the premises, e.g., hotels and restaurants
- Off consumption licence governs outlets that sell alcohol that is consumed away from the premises, e.g, liquor outlets

GENERAL REQUIREMENTS FOR AN ON- CONSUMPTION LICENCE

- Liquor can only be served with a meal
- Liquor cannot be sold to anyone under the age of 18
- Liquor cannot be sold to guests who are already intoxicated
- Adequate toilet facilities must be provided
- Any liquor bought on the premises must be consumed on the premises

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MATCHING FOOD AND WINE

TYPE OF WINE	FOOD	CULTIVARS
WHITE WINES	Chicken/fish/pork	Sauvignon Blanc Chardonnay Riesling Chenin Blanc
ROSÉ WINES	Cold meats/pasta//pork/veal	Blanc de Noir Pinot Noir Blush
RED WINES	Red meat (beef, lamb, game)	Cabernet Sauvignon Claret Shiraz Pinotage Merlot
FORTIFIED WINES	Cheese and snacks	Port Sherry
DESSERT WINES	Desserts	Muscadel Muscat

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SERVING WINE: PROCEDURE

- Stand on the right hand side of the guest
- Hold the wine bottle on a service cloth with the label facing the host
- Present the wine while saying its name and confirm it is the correct wine

- Open the wine once the host is satisfied
- Once open, wipe the top of the bottle with your service cloth

- Offer to the host to taste
- Host must confirm if temperature is correct
- After the host has approved, pour for the rest of the guests, moving in an anticlockwise direction

✖ do not hold the glass while pouring

TEMPERATURE FOR SERVING WINE

TYPE OF WINE	TEMPERATURE
Sparkling	7 ºC
White	7 – 10 ºC
Rose	7 – 10 ºC
Red	15 – 20 ºC European room temperature

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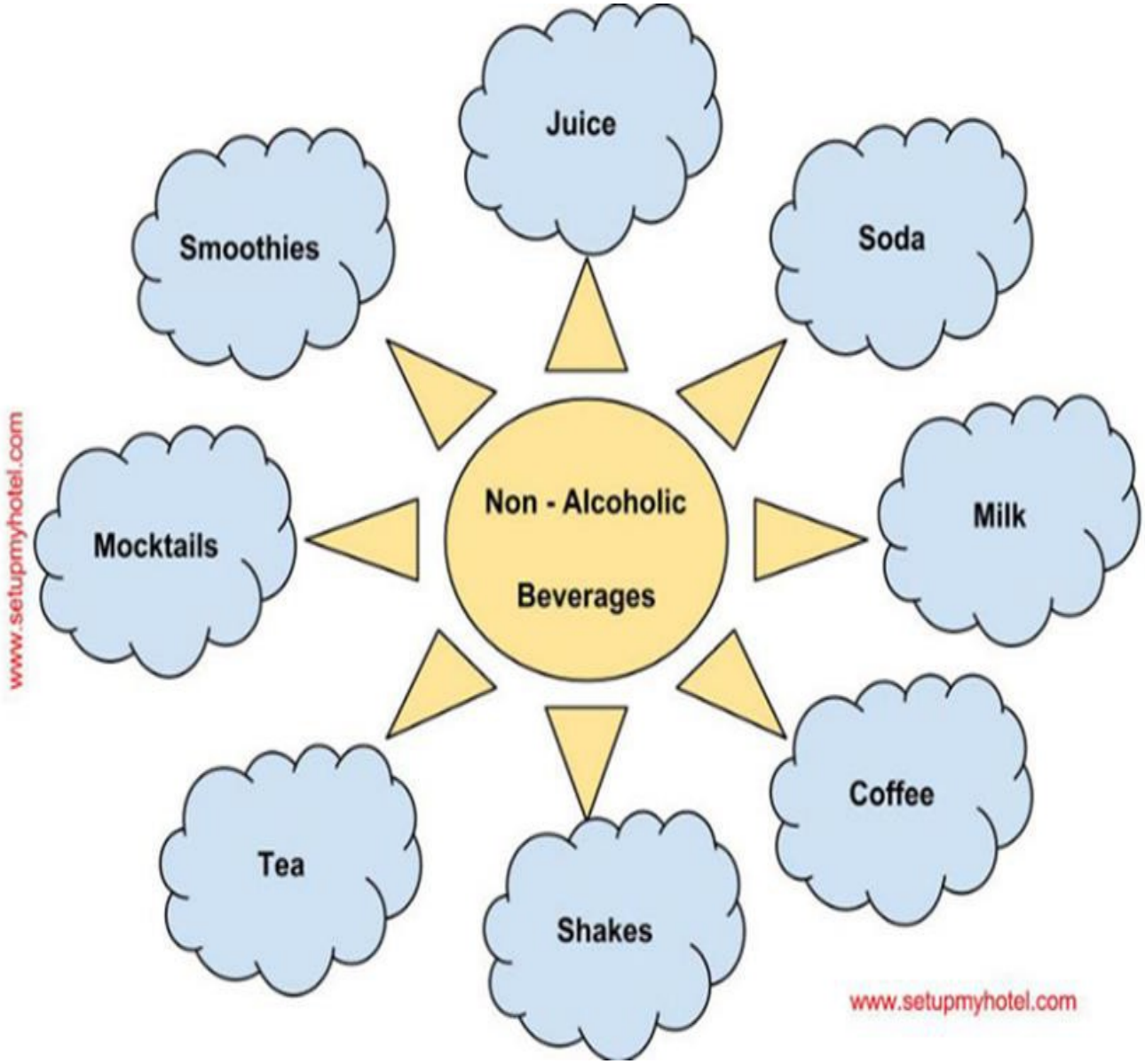
NON - ALCOHOLIC BEVERAGES



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BEVERAGE	IMAGE	DESCRIPTION
Carbonated drinks		Carbon dioxide added to produce bubbles and flavoured
Mineral waters		Contain water from natural water springs Some mineral waters are flavoured Some mineral waters are sparkling, which means carbon dioxide is added
Squashes/Cordials		Made from fruit juices and other flavourings. Dilute with water, lemonade, or soda water to drink
Juices		Freshly squeezed from fruit. Canned or bottled to improve shelf-life
Syrups		Made from a fruit base with no artificial flavour

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COCKTAILS

- A Cocktail is made of two or more drinks (alcoholic or non – Alcoholic) mixed or stirred together.

MOCKTAILS OR VIRGIN DRINKS

- Non-alcoholic cocktails e.g. (Mojito, Shirley Temple, Tequila Sunrise, Italian Cream soda).

VIRGIN MOJITO

Source: alamy.com

ITALIAN CREAM SODA

Source: dreamstime.com

SHIRLEY TEMPLE

Source: dailydoowop.com

VIRGIN TEQUILA SUNRISE

Source: vectorstock.com

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SERVING NON-ALCOHOLIC BEVERAGES

- Generally, non-alcoholic beverages are served chilled or very cold
- Use special trays with a rubber of cork base to prevent glasses from sliding around
- Handle glasses by their base and keep your fingers away from the rims and inside
- Place drinks on the righthand side of the guest
- Avoid stretching over or in front of the guests
- During cocktail functions drinks may be served at a bar area or waiters may carry drinks on trays and serve guests

5.2. ACTIVITIES

ACTIVITY 1

1.1.1 State when plates should be cleared. (1)

1.1.2 Differentiate between plated and silver service. Tabulate your answer. (4)

1.1.3 Describe the role of a maître d' hốtel. (2)

1.2

1.2.1 Describe the Guẻridon trolley. (2)

1.2.2. Explain each of the following procedures that takes place in a restaurant.

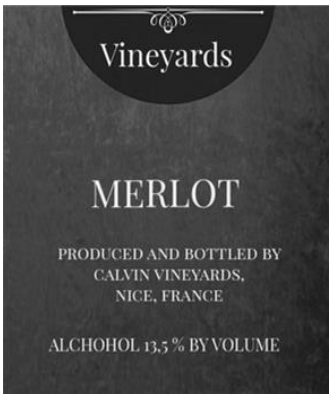
(a) Greeting and receiving guests

(b) Presenting the bill (3)

(3)

ACTIVITY 2

2.1 Study the pictures and answer the questions that follow.

	
A	**B**

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2.1.1 Compare the above wines by completing the table below:

		WINE A	WINE B
(a)	Cultivar	(1)	(1)
(b)	Serving temperature	(1)	(1)
(c)	Indicate how full a glass should be filled with each wine	(1)	(1)

(6)

2.1.2 Evaluate the suitability of the type of wine labelled A for a beef stew. Motivate your answer. (3)

2.2 Study the pictures and answer the questions that follow.

2.2.1 Name the procedure performed in the above picture. (1)

2.2.2 Explain how the procedure in the picture above should be performed. (3)

2.2.3 Name the type of liquor licence that the restaurant above will hold, and describe this type of license. (3)

2.2.4 Advise the bartender on how a **BUILT** cocktail should be prepared (3)

2.3 Study the cover below answer the questions that follow.

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2.3.1 Label the cutlery and glassware (a-j)

Write ONLY the letter and name in your WORKBOOK.

(10)

ACTIVITY 3

PROCEDURE FOR SERVING GUESTS

3.1 Rearrange the following serving procedures in the correct order:

A Take orders

B Present the Bill

C Escort guests out

D Present the menu

F Serve the main course (5)

3.2 Explain the procedure that a restaurant should follow in the event of a serious fire. (4)

ACTIVITY 4

4.1 Choose the matching descriptions from COLUMN B that matches the Term in COLUMN A. Write only the letter (A–J) next to the question numbers in your WORKBOOK, e.g., 4.1.6 E (5)

COLUMN A TERM	COLUMN B DESCRIPTION
4.1.1 Chardonnay	A. Red or white wines where all the residual sugar has been fermented
4.1.2 Dry Wine	B. Sweet sparkling wine
4.1.3 Fermentation	C. White wine cultivar
4.1.4 Doux	D. Rich, alcoholic, sweet, and fortified wine produced in the Oporto region of Portugal
4.1.5 Port	E. The process of converting sugars into alcohol
	F. Red wine cultivar

4.2 ONE - WORD ITEMS

Give ONE term/word for EACH of the following descriptions. Write only the term/word next to the question numbers (4.2.1 to 4.2.7) in your WORKBOOK.

4.2.1 The term on a wine label that indicates the year in which the grapes were harvested

4.2.2 Wine of which the alcohol has been filtered out before it is bottled

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4.2.3 A sweet wine that is served after a meal

4.2.4 The Act that regulates the sale of alcohol

4.2.5 The term that is used to describe dry sparkling wine

4.2.6 A type of alcoholic drink served before dinner

4.2.7 Minimum age at which a person is allowed to be served alcohol in a restaurant (7)

4.3

4.3.1 Explain what a de-alcoholised wine is. (2)

4.3.2 Name the best serving temperature for a sparkling wine. (1)

4.3.3 Describe how you would frost a glass for serving alcoholic and non -alcoholic beverages. (2)

4.3.4 Discuss the legal requirements that restaurant owners must comply with when serving wine. (3)

5.3 MARKING GUIDELINE FOR ACTIVITIES

ACTIVITY 1

1.1.1 When all guests at the table have finished eating a course. ✓ (1)

1.1.2

PLATED SERVICE	SILVER SERVICE
Food plated directly on guest plate in kitchen ✓ Skilled waiters carry plates to guests without disturbing food arrangement ✓ Clean service cloths are used, to protect hands from burning✓ Less wastage ✓ Better portion control ✓ More creativity from chef when plating ✓ (Any 2)	Food is served from a flat silver service dish to guest plate ✓ Served from left of the customer using service cutlery ✓ (food thong or serving spoon and fork) Waiter should be able to use cutlery ✓ Food is portioned in the kitchen ✓ Used for functions and table d' hotel ✓ Always serve food anti-clockwise ✓ Serve ladies first ✓ (Any 2)

(4)

1.1.3 Describe the role of a maître d' hôtel?

- Receive guests at the door ✓
- Greet them✓
- Introduce them to a waiter✓
- Set up venue according to the occasion/function✓
- In charge of service and supervise waitrons✓

(2)

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1.2

1.2.1 A movable trolley✓ on which food is carved, filleted, or prepared✓ (2)

1.2.2 (a) **Greeting of guests**

- Maître d' hotel should acknowledge new guests within 30 seconds of entering the restaurant ✓
- Maître d' hotel greets guests in a professional manner✓/ polite✓/ friendly✓/ welcoming way✓
- Check the reservations✓/ask if they got a booking✓ / note the name of the host✓
- Maître d hotel introduces guests to waiter✓
- The waiter greets in a friendly manner✓
- Address host in his/her preferred language✓

(Any 3)
(3)

(b) **Presenting the bill**

- When presenting a bill at the table, give it to the host✓/hostess, from the left hand✓
- The bill should be folded and placed on a side plate or in a folder, amount to be paid cannot be seen✓
- If there is no host/ hostess, place the bill in the centre of the table✓
- Allow enough time for the customer to place the correct amount of money in the folder✓suggest alternative payment methods✓
- Collect the folder with the money and bill and take it to the cashiers✓

(Any 3)
(3)

ACTIVITY 2

2.1

2.1.1 (6)

		WINE A	WINE B
(a)	Cultivar	Merlot ✓	Sauvignon Blanc ✓
(b)	Serving temperature	15 to 20 º C ✓ (European room temperature)	7 to 10 º C ✓
(c)	How full a glass should be	Half full ✓	Two thirds ✓

2.1.2 It is suitable ✓

Wine A is a red wine ✓ and it pairs well with red meat dishes, such as beef stew ✓

(3)

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2.2

2.2.1 Presenting the wine✓ (1)

2.2.2 Stand on the right hand side of the guest✓
Hold the wine bottle with a service cloth✓
The label should face towards the host✓
Present the wine whilst saying its name and vintage, to confirm that it is the correct one✓
The host may wish to feel the temperature of the wine✓ (Any 3)
Open the bottle only when the host is satisfied✓ (3)

2.2.3 - On-consumption Licence / On-site Licence ✓
- Allows the liquor to be consumed in the restaurant where it is bought✓
- Liquor will not be able to leave the restaurant✓ (3)

2.2.4 - The ingredients are mixed in the glass in which it will be served✓
- The ingredients float on top of each other✓
- Swizzle sticks can be placed in the glass to allow the ingredients to mix✓ (3)

2.3.1 a. Dessert spoon✓
b. Dessert fork✓
c. Bread/butter knife✓
d. Fish fork✓
e. Main/table/dinner fork✓
f. Main/table/dinner knife✓
g. Fish knife✓
h. Soup spoon✓
i. White wine glass✓
j. Red wine glass✓ (10)

ACTIVITY 3

3.1 The procedure for serving guests is in the incorrect order.

D Present the menu ✓
A Take orders ✓
E Serve main course ✓
B Present the bill ✓
C Escort guests out ✓ (5)

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3.2
- Switch off electrical equipment✓
- Close all doors and windows✓
- Use the necessary fire extinguisher equipment✓
- Call the fire brigade✓
- Remain calm and keep the guests calm✓
- Ring the fire alarm✓ (Any 4)
- Evacuate the building immediately✓ (4)

ACTIVITY 4

4.1.1 C✓

4.1.2 A✓

4.1.3 E✓

4.1.4 B

4.1.5 D✓ (5)

4.2.1 Vintage✓
4.2.2 De-alcoholised✓
4.2.3 Dessert Wine✓
4.2.4 Liquor Act 59 of 2003✓
4.2.5 Sec✓
4.2.6 Aperitif✓
4.2.7 18 years✓ (7)

4.3

4.3.1 Grape juice is fermented ✓ then the alcohol is filtered out✓
before bottling✓ (Any 2)
(2)

4.3.2 7-12˚C✓ (1)

4.3.3 Use sugar or salt to coat the rim of the glass✓
Place in the refrigerator/freezer to become frosted✓
Dip glasses in beaten egg white✓ or lemon juice✓ and then dip them in granulated sugar or powders✓ (Any 2)
(2)

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4.3.4 Liquor can only be served with a meal✓
Liquor cannot be sold to anyone under the age of 18✓
Liquor cannot be sold to guests who are already intoxicated✓
Adequate toilet facilities must be provided✓ (Any 3)
Any liquor bought on the premises must be consumed on the premises✓ (3)

5.4 EXAMINATION GUIDANCE (TOPIC SPECIFIC)

EXAMINATION TIPS FOR THIS TOPIC

FOOD AND BEVERAGE SERVICE

- It is important to know the correct terminology and procedures of service.
- It is important to be able to pair food and wine.
- Knowledge of the service equipment is essential.

EXAMPLES OF EXAMINATION QUESTIONS

1.1 MULTIPLE CHOICE QUESTIONS

Various options are provided as possible answers to the following questions. Choose the correct answer and write the symbol (A – D) next to the question number (1.1.1 – 1.1.5) in your WORKBOOK.

1.1.1 The definition of the term 'mise-en-place':

A The pre-service preparation
B The restaurant staff team
C A type of restaurant menu
D The misplacement of cutlery (1)

1.1.2 Removing the side plates and cruet sets from the table after the main course, forms part of this process:

A Plating down
B Mise-en-place
C Crumbing down
D Silver service (1)

1.1.3 Hot water bath which is used to keep food warm:

A Hot tray
B Convection oven
C Bain-marie
D Steamer (1)

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1.1.4 The buffet tables must be placed in a … to accommodate the number of guests.

A U-shape

B L-shape

C V-shape

D Any of the above (1)

1.1.5 This is a service procedure which is performed after the entrée was served:

A Crumbing down

B Introduce yourself

C Present the bill

D Serve appetisers (1)

1.2 Choose the description from COLUMN B to match the term in COLUMN A. Write only the letter (A – E) next to the question number (1.2.1. – 1.2.5) in your WORKBOOK.

COLUMN A TERM	COLUMN B DESCRIPTION
1.2.1. Unfold serviette 1.2.2. Crumbing down 1.2.3. Gueridon 1.2.4. Flambé dish 1.2.5. Table d' hote	A. A cooking procedure in which alcohol is added to hot pan to create flames B. A movable trolley on which food is carved, filleted, or prepared C. To open and spread D. A restaurant meal offered at a fixed price E. To wipe down a table to clear away crumbs

(5)

LONG QUESTIONS

2.1 Advice Thato on how to plan the setting up of the venue with regards to the following aspects:

2.1.1 Special serving equipment (3)

2.1.2 The tables (3)

2.1.3 The venue (3)

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2.2 Study the picture below and answer the questions that follow.

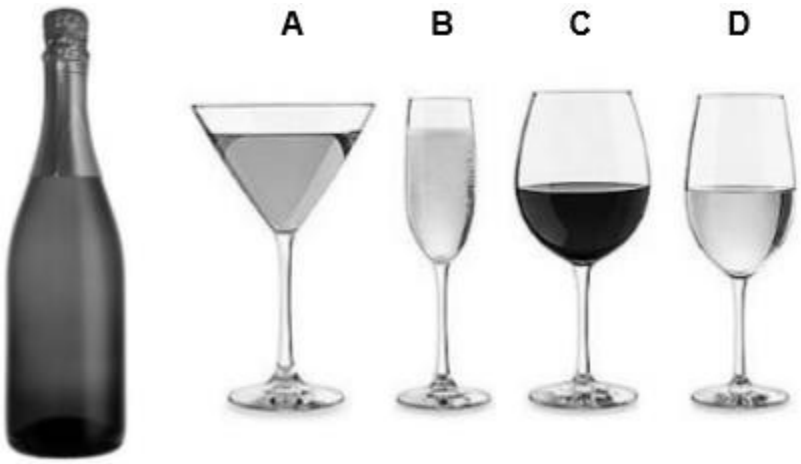
2.2.1 Identify the serving style in the picture (1)

2.2.2 State the advantages of the serving style above (3)

2.3 A guest complains to the waiter that the food is cold. Explain how the waiter should handle the situation. (4)

3.4 Read the extract and study the pictures below before answering the questions that follow.

A group of guests are celebrating a 21st birthday party at a restaurant. The group orders a selection of popular South African sparkling wines, including Methóde Cap Classique and de-alcoholised sparkling wines. Mary, an 18-year-old waitress, has been assigned to serve the table.



Wine temperatures:	**6 – 8 °C**	**15 – 20 °C**	**7 – 12 °C**

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3.4.1 Define the term Methóde Cap Classique (MCC) (1)

3.4.2 Name TWO other methods used for making sparkling wines. (2)

3.4.3 Explain why the term 'Champagne' is incorrect when referring to the sparkling wines above. (1)

3.4.4 Suggest a suitable starter to pair with Champagne. (1)

3.4.5 Identify and name the glass from the picture above that is suitable for serving MCC. (2)

3.4.6 Select the correct temperature at which the MCC should be served. (1)

3.4.7 Explain the procedure that should be followed when cleaning the glass pictured in B. (3)

3.4.8 Determine the suitability of serving a glass of Chardonnay with a fish starter. (2)

3.4.9 Discuss the correct positions of the wine glasses C and D above on a cover. (3)

3.4.10 Explain how red wine bottles should be stored. (4)

3.5 Differentiate between on-consumption and off-consumption liquor licenses. Tabulate your answer as follows:

ON-CONSUMPTION	OFF-CONSUMPTION

(4)

4.1 Study the picture below and answer the questions that follow.

4.1.1 Explain why the above wine is classified as a sparkling wine. (2)

4.1.2 Differentiate between the following types of wine according to the degree of sweetness

(a) Sec

(b) Brut

(c) Doux (3)

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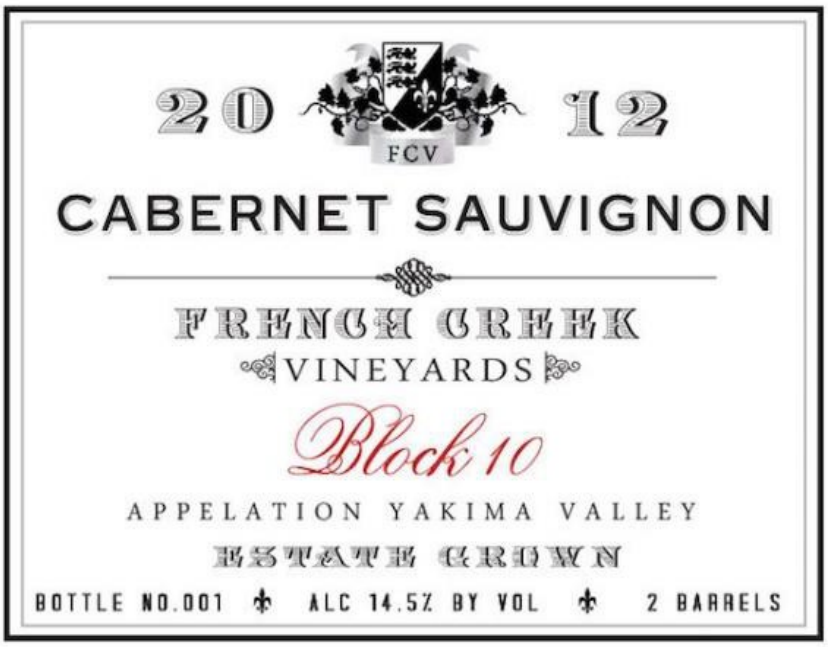
4.2 Study the picture below and answer the questions that follow.

KNOW YOUR WINE!



4.2.1 Identify the following information of the front wine label shown above. Write only the correct answer next to the corresponding letter in your WORKBOOK.

(a) Name of wine (1)

(b) Harvest Year (1)

(c) Alcohol content (1)

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5.5 MARKING GUIDELINES

1.1 MULTIPLE CHOICE

1.1.1 A✓

1.1.2 C✓

1.1.3 C✓

1.1.4 D✓

1.1.5 A✓ (5)

1.2 MATCHING ITEMS

1.2.1 C✓

1.2.2 E✓

1.2.3 B✓

1.2.4 A✓

1.2.5 D✓ (5)

2.1.1

- Carving unit is a special trolley or area in which you carve and portion meat joints or fish for guests ✓
- Bain marie is used to keep food hot during the function ✓
- Chafing dishes keep food warm ✓
- Serving utensils are spoons and forks used to serve food onto guest plates ✓
- Tongs are a type of serving utensil used to pick up portions of food and place them on guest's plate ✓/ Meat knives are used to cut through meat easily ✓ (Any 3) (3)

2.1.2 The tables

- The spacing between the tables is determined by the room set-up ✓, the shape of the tables√ and the size of the chairs ✓
- The waiters must be able to move around easily√
- All tables must be numbered ✓The table numbers should be visible on stands so that they can be seen from the entrance to the room ✓
- Table numbers may be removed once all the guests are seated ✓
- A seating plan should be pinned to boards outside the entrance to the venue ✓
- The function cover ✓(knives, forks, dessert spoons and dessert forks required for the planned menu items ✓
- Functions usually have set menus and the cutlery is set according to the order of service of the menu items ✓ (Any 3) (3)

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2.1.3 The venue

- Organizer's suggestions ✓
- Nature of function ✓
- Size and shape of the function room ✓ (Any 3)
- Number of covers ✓ (3)

2.2 2.2.1 Silver service✓ (1)

2.2.2
- Food service is done at the table✓
- Guests choose their own food to eat✓
- Easy to see the portion plated✓
- Correct temperature of food served✓ (3)

2.3
- Let the guest describe without interruption what the problem✓
- Handle situation calmly and professionally/ polite, don't let emotions get in the way✓
- Maintain eye contact and positive body language✓
- Report to the maître d hotel/ manager✓
- Management may offer a free drink or meal/ offer a free drink with permission✓
- Show your understanding and willingness to resolve matter✓
- Never argue with a customer✓
- Listen and pay attention to the guest✓
- You need to acknowledge the complaint and thank the guest for bringing it to your attention✓
- Apologise sincerely✓
- Decide on a solution and carry out the solution promptly / take the food back to the kitchen✓
- Serve a hot meal✓
- Ask if they want the same food or bring a menu✓
- Always follow up on the complaints or questions to make sure that they were dealt with to the guest's satisfaction✓
- When a complaint can't be resolved immediately, a written response may be necessary✓ (Any 4) (4)

3.4.1 The second fermentation occurs in the bottle✓ (Any 1)
Similar to the traditional Champagne Method✓ (1)

3.4.2 Carbonation Method /Tank Method/ Charmat Method✓ Transfer Method✓ (2)

3.4.3 Champagne is only bottled in France in the Champagne district✓ (1)

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3.4.4 Caviar✓ Oysters✓ (1)

3.4.5 B✓ Champagne flute✓ (2)

3.4.6 6 - 8ºC✓ (1)

3.4.7
- The glass should be washed in warm water with dishwashing liquid✓
- Rinse in clean warm water✓
- Air-dry✓
- Steam the glass over a bowl of boiling water✓ (Any 3)
- Polish using a clean, dry cloth✓ (3)

3.4.8 Chardonnay is suitable✓ because white meat (fish) goes well with white wine✓ (2)

It is suitable✓, because Chardonnay is a white wine✓ and is a good match for fish and other sea foods✓ (Any 2) (2)

3.4.9 The red wine glass must be positioned 2.5cm✓ from the tip of the main course knife✓ and at 45° angle to the left of the white wine glass✓ (Any 3)

White wine glass first and red wine glass second✓ (3)

3.4.10
- The red wine needs to be stored in the dark✓ to avoid damage from ultraviolet light✓
- Place red wine bottles on their side so that the corks stay moist and swollen✓
- Providing an airtight seal: Store red wine bottles upside down in a box✓
- Store similar wines together✓
- Pack and store wine bottles with the label to the top or to the front✓ (Any 4)
- Wine prefers a slightly damp location free from vibration✓ (4)

3.5

ON- CONSUMPTION	OFF-CONSUMPTION
Liquor to be consumed where it has been bought and not taken away✓	Liquor should be consumed outside the premises where it has been bought✓

(2)

4.1.1
- The wine has gas bubbles/CO^2✓ (Any 2)
- It is served in sparkling wine glasses✓ (2)
- The cork pops✓

4.1.2 (a) Semi-sweet✓

(b) Very dry✓

(c) Sweet✓ (3)

4.2.1 (a) Cabernet Sauvignon✓

(b) 2012✓

(c) 14.5%✓ (3)

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6. GENERAL EXAMINATION TIPS

Keep in mind:

- Work through previous question papers in preparation towards the final examination.
- Familiarise yourself with the layout of the paper and how to manage the time effectively per question.

6.1 INSTRUCTIONS

- Answer ALL the questions in the exam paper: **There are NO choice questions.**
- Answer all the sections in the answer booklet provided in the final examination.
- Number the questions according to the numbering system used in the exam paper: **ensure that your answers are numbered correctly and align with the numbering in the question paper.**
- Use the first page of the answer booklet for **Section A: Short questions**.
  - Provide only one answer per line.
  - Write numbers below each other and not next to each other.
  - Do not leave a line open in between answers.

    Correct example:

    1.1.1

    1.1.2

    1.1.3

    1.1.4
- Begin each section and each new topic question on a new page e.g., between Section B and C.
- Indicate the start of a new question e.g., QUESTION 2 in the **middle** of the page.
- Number the individual questions along the left side margin of the page.
- Start each question on a new page e.g. **Rule off after the end of Question 2, turn the page and start with Question 3.**
- Set out your answer clearly by writing in a clear and legible manner: Untidy, illegible writing may result in the loss of marks.
- Each paper consists of a certain number of pages which is indicated on the front cover page of the Question paper. Count the number of pages to see if it corresponds and ensure that all pages are printed on both sides**.**

6.2 HOW TO APPROACH THE QUESTION PAPER

- Read through the question paper and take note of the **number of sections** (A-D) and **questions** (1-6).
- Read through all the questions before attempting to answer any questions. Read attentively during the allocated reading time and make quick notes after the reading time.
- Decide which questions will be easier to attempt first.

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- Allocate the time you will spend on a question so that you do not run out of time.

SUGGESTED TIME ALLOCATION:

Section	Question	Marks	Suggested time per question
Short Questions			
Section A	1	40	30 minutes
Long Questions			
Section B	2	20	20 minutes
Section C	3	40	35 minutes
	4	40	35 minutes
Section D	5	30	30 minutes
	6	30	30 minutes
TOTAL		**200**	***180*** **Minutes = 3hours**

- If you do not know an answer, move on to the next question.
- Additional time on hand can be used at the end to revisit challenging questions. Try not to leave blank, open spaces. Make ALL attempt to answer.
- Stay focused and work until the end of the examination session to use the time effectively.
- Make sure that NO questions have been left out.

6.3 HOW TO APPROACH THE QUESTIONS

1. **First** read the **instruction** at each question to accurately formulate your answer.
   Each sub-section for Question 1 is a different type of question e.g. matching columns or writing ONE word/term.
   Long questions primarily contained in Question 2-6 may include a variety of instructions such as writing a paragraph, designing/ drawing a label or menu etc. or tabulating the answer.
2. Underline or highlight the **action verb** in each question. The verb gives the instruction and indicates what is expected in the response.
3. Take note of the **mark allocation** per question: the mark allocation is an indication of the number of facts required to obtain the marks for the question:

- **Do note**: Where a specific number of facts are required e.g. List THREE …, only the first three facts will be marked.
- However, with questions containing action verbs such as explain, discuss, motivate, evaluate, etc. the length of the response must be appropriate to the allocated mark scheme.

4. Where items such as menus, pictures, illustrations, case studies or scenarios are given:

- First read/study the instruction

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- Then study the item provided e.g. paragraph, picture, extract, etc.
- Read each of the questions that follow and keep the given scenario/context in mind when answering the question.

Blooms Taxonomy: Descriptive/Action Verbs

When answering a question, it is import to first breakdown the question to determine the:

- **Action verb** and the instruction implied
- **Content** that must be linked to the instruction
- **Context** within which the response should be developed

Make sure you understand the **action verb** so as know the approach and interpretation of the question.

ACTION VERB	WHAT IS REQUIRED OF YOU
Analyse	Separate, examine and interpret information
Argue/debate/reason	It means to reason about the positives and negatives, advantages or disadvantages
Calculate	It involves providing a formula and then proceeding with the calculations
Classify	Divide into groups or types so that things that are similar, are in the same group
Comment	Write generally about something
Compare	Refers to both differences and similarities and is also often better answered in a table format
Define	Give a clear definition/meaning
Describe	It means to give a brief or detailed account in a full sentence of a term/concept
Discuss	Consider all information and reach a conclusion
Distinguish/differentiate	Refers only to differences between two or three items and is often better answered in a table format
Draw/design a menu/ advertisement/label	It means the correct format must be used. ALL rules for writing and planning should be applied, including a frame, correct lettering, etc. Attempt the item on ONE page; NOT starting at the bottom of a page and then moving on to the next page to complete it
Evaluate/judge assess	Always start the answer by indicating that it is good or bad/ correct or wrong/suitable or unsuitable and then continue by giving reasons

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	to motivate your judgement. Only one mark will be awarded for indicating whether it is good or bad/ correct or wrong/suitable or unsuitable and the remaining marks are allocated to the motivation
Explain	It means to make content clear by describing it in more detail, revealing relevant facts or providing reasons
Forecast/predict	Estimate or anticipate what you think will happen in the future or what the outcome or consequence will be of something
Give/provide	Write down only facts
Identify	Name the item displayed or the essential characteristics
Interpret	Give the intended meaning of something
List	Only write the required list of items
Mention	Refer to relevant points
Motivate/justify	Provide substantial reasons
Name	State something – give, identify or mention
State	Write down information without discussion
Suggest/recommend	Offer a solution or suitable example
Tabulate	It means all information MUST be provided in a table format

6.4 TIPS ON HOW TO STUDY EFFECTIVELY

- Draw up a study timetable: Break up your learning sections into short, manageable parts and include enough sleep and break times. You can use colour to indicate the different subjects.
- Stand up and move around during break times; preferably get some fresh air outside.
- Be disciplined: stick to your study timetable.
- Have all your stationery ready before you commence studying e.g. text books, pencils, pens, highlighters, paper, etc.
- Take note that your brain learns well with colours when you underline, highlight, circle key words.
- Repetition is the key to retaining information you must learn. After you had a break try to recall the information you studied before the break to reinforce it. Sometimes it is necessary to repeat certain information; don't become discouraged as it is quite normal.
- **You may want to start with the topics you enjoy most to gain confidence and then proceed to the more challenging ones OR alternate easier and difficult topics.**
- Studying for exams requires a physically prepared body and brain. A good night's rest of approximately 8 hours, including balanced meals with enough fruits and vegetables, and drinking plenty of water is essential for success.

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7. GLOSSARY

TERM	DESCRIPTION
Ă la carte cover	Consists of a main course knife and fork, side plate, bread knife on a plate, serviette, and white wine glass
Anticlockwise	From left to right around a table
Artificial	Unnatural; made in a factory
Bain marie	A large electrical piece of equipment with a warm water bath and shallow containers above it in which food is kept warm
Beverages	Any drink, hot or cold
Buffet	Refers to a table on which a variety of hot and/or cold food is displayed for the guest to choose from The guests help themselves or are served by chefs standing behind the buffet tables
Chafing dish	A stainless-steel stand with chafing fuel (gel or spiritus) underneath that heats a large shallow pan of water which keeps food above, warm
Chilled	Placed in fridge/ice before serving
Condiments	Substances such as mustard, tomato sauce, salt, pepper, oil and vinegar
Consumption	Act/process of using something
Cover	A place setting at a table for one guest. It must suit the type of menu. The number of covers indicates the number of guests.
Cruets	A small container or set of containers for salt, pepper, oil, or vinegar for use at a dining table
Crumbing down	Tables should be wiped down to clear away crumbs of food after the main course and before the dessert is served
Cultivar	Type of grape used to produce the wine
De-alcoholised	Alcohol filtered out
Dilute	Mix with water or any other liquid
Escort	To accompany someone
Fermentation	Conversion of sugars into alcohol and carbon dioxide
Flambé dishes	A cooking procedure in which alcohol is added to a hot pan to create flames
Flirtatious customer	A person behaving in a way of showing sexual attraction in an unacceptable manner

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Fortified wine	Wine produced by adding alcohol to stop the fermentation process
Gratuity	A tip given to a waiter/waitress
Grumblers	People who complain about everything in a bad manner
Guẻridon trolley	A movable trolley on which food is carved, filleted or prepared
Guests	A person who is visiting a restaurant, bar or special event
Maître d' hốtel	The person to receive guests and in charge of general restaurant service
Mise-en-place	French for "put in place". Refers to getting equipment and tablecloths ready before a meal is served
Off-consumption	Outside the premises/site
On-consumption	Within the premises/site
Plated service	Food is plated directly onto individual plates in the kitchen or at a service point, then served to customers
Reservations	Guest booking or reserving a table in a restaurant
Rotate	Move around
Service gear	Utensils used to transfer food from a service dish to the guest's plate
Service cloth	A cloth to protect the hands and wrist from burns
Silver service	When a waiter transfers food from a flat silver service dish to the guest's plate, from the left of customers, using service gear
Solitary diner	Someone who dines alone
Sommelier	A specialist wine waiter with an expert knowledge of wines
Station mise-en-place	Refers to preparing a waiter's workstation and housing all the equipment required for a particular service in a food service area
Table d'hôte	A meal consisting of fixed number of courses, served to all guests at a stated hour and fixed price
Underplate	It is placed in the centre of the cover. As various courses come and go, they are set on top of the underplate. After the main course the underplate is taken away
Vintage	Term used to indicate the year in which the grapes were harvested
Waitron	An employee whose job is to serve guests/customers at their table in a restaurant

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